

**Internship
at
Max Super Speciality Hospital,
Bathinda**

***By*
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The logo for IIHMR University, featuring a stylized 'i' in a square followed by the letters 'IIHMR' in a large, bold, serif font, and the word 'UNIVERSITY' in a smaller, sans-serif font to the right.
**The IIHMR University, Jaipur
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1.INTRODUCTION:

The internship is an integral part of the course curriculum of MBA in Hospital Management at IIHMR, Jaipur. As part of the course, students at the end of their second year are required to undergo training of 3 months to get an in-depth exposure to the various departments in the organization, as well as take up dissertation as per the requirements of the organization where the students get training. What is most crucial is to build a base of knowledge about the structure and functioning of the hospital, which can be used to understand and apply concepts in the subsequent study tenure at IIHMR, Jaipur.

GOAL OF THE ORGANIZATION:



ORGANIZATION PROFILE:

Max Super Specialty Hospital, Bathinda (MSSH) is a multi-Specialty hospital owned and operated by Max Healthcare Institute Limited (MHIL). It is located on the National Highway in the center of Bathinda city in Punjab. It is one of the 12 centers of Max Hospitals. MSSH Bathinda is a venture of Hometrail Buildtech Pvt. Ltd. These Hospitals are privately owned and run with the motto of “Care for Life”, a revised version of “Caring for you...For life”. Analjit Singh is the Founder & Chairman of Max India Limited, Chairman of Max New York Life Insurance Company Limited; Max Healthcare Institute Limited and Max Bupa Health Insurance Company Limited. This organization has developed into one of the largest healthcare providers in India. By providing world class healthcare at the doorstep of the patients. It has become highly accessible and amongst the first choices of the patients to receive quality healthcare.

However, MESH Bathinda is a PPP model i.e. Public Private Partnership Model where the whole structure belongs to Max while the land on which the structure lies has been taken on lease from the Government of Punjab, the only other such model of Max being MSSH, Mohali.

Max Super Specialty Hospital, Bathinda is one of the 4 centres of Max that have the Department of Oncology and hence the facility of Radiotherapy in it, the other 3 being Max Saket, Max Patparganj and Max.

The hospital is spread over 5 floors and provides services to the people of Bathinda & nearby northern parts of India and is backed by state-of-the-art medical equipments along with emergency & intensive care infrastructure.

Max SuperSpecialty Hospital, Bathinda is a centrally air-conditioned hospital with a total bed capacity of 200 beds. The hospital is designed to provide highest level of professional expertise world class care in almost all specialties.

SERVICES PROVIDED BY THE HOSPITAL:

- O.P.D.
- I.P.D
- Radiology
- Laboratory
- Pharmacy
- Emergency
- Radiation Oncology
- De Addiction Center
- Blood Bank
- I.C.U.
- O.T.
- Cath. Lab
- Endoscopy

DEPARTMENT VISITED:

1. Out Patient Services

MSSH, Bathinda is equipped to render complete services for treatment of emergency, acute, reutina and follow up care for patients of all age groups. The outpatients services are provided in the following specialties.

1. Aesthetic& Radio Plastic Surgery

2. Cardiology
3. CTVS
4. Dermatology
5. Dentistry
6. Dietetics
7. Endocrinology
8. ENT
9. Gastroenterology
10. General Surgery
11. Gastro-Intestinal Surgery
12. Gynae MAS
13. Pediatric Surgery
14. Internal Medicine
15. Neurosciences
16. Nephrology
17. Obstetrics & Gynecology
18. Ophthalmology
19. Orthopedics
20. Pediatrics & Neonatology
21. Pediatric Surgery
22. Podiatry
23. Respiratory Medicine
24. Physiotherapy & Rehabilitation
25. Urology
26. Vascular Surgery
27. Preventive Health Programme (PHP)

The specialties centrally not available in the hospital indicate.

1. Dentistry
2. Minimally Access Metabolic A Bat Surgery
3. Mental Health & Behavior Science
4. Physiotherapy
5. Pathology

Hospital Layout

Lower Basement Floor

Coordination of the following department:

- Oenology Department
- Radiotherapy
- Brachytherapy
- CT Simulator
- Reception

Upper Basement and Meremine floor

Coordination of the following department:

- Physiotherapy
- CSSD (Central Sterile Supply Department)
- IP Pharmacy
- Engineering Workshop
- Biological Workshop
- Medical Records Department (MRD).

Ground floor

Coordination of the following department:

Manpower:

32 in Number.

Working in 3 shifts-

1. Morning Shift: 7:00 am – 5:00 pm
2. Evening Shift: 12 noon- 9:00 pm
3. Night Shift: 9:00 am – 8:00 pm

Table 1: Manpower in each shift

Staff	Morning	Evening
Service Staff	4	4
Supervisor	2	1
Order taker	1	1
Kitchen Staff	5	4
Housekeeping	4	4
Dietician	1	1

2. Department of Radiotherapy

Max Super Specialty Hospital, Bathinda is one of the 4 branches of Max Healthcare where the department of Radiotherapy is inbuilt in the hospital where the treatment for cancer is being given in the form of Teletherapy and Brachytherapy. Basically, this is the department that deals with the use of radiation i.e. X-Rays for the treatment of various

forms of cancer. Under the Chief Minister's Scheme, all cancer patients are given free treatment at the hospital upto an amount of INR 1, 50,000/- which according to the staff is sufficient to complete the treatment of a single patient. This is an improvement over the initially allotted amount INR 5,000/- which was not sufficient to even make a mould of the affected part of the patient as even the mould costs more than this amount.

The entire department is located on the lower basement level i.e. -2 floor. The layout of the department is as follows:

1. Reception Area
2. Mould Room
3. Treatment Planning Room (Comprising of TPS(Treatment Planning System)
4. Linac Room (Teletherapy)
5. Patient Waiting Room
6. Brachytherapy Room
7. Doctor's Room

The process flow in the Department of Radiotherapy is as follows:

- Reception of the Patient
- Registration of the patient
- Diagnosis and treatment planning
- Mould preparation of the affected part of the patient
- Treatment begins
- Patient taken to Linac Room
- Patient immobilized with the help of the mould

- Linac machine adjusted according to the treatment plan. The angulations etc. is matched with the data entered by the doctor in the TPS
- Cross verification after coming back to the TPS room.
- Final adjustments made in the TPS to perfectly match the angulations, dosage, time of exposure over the concerned area.
- Linac Room vacated by the staff. Only patient stays in the room.

The entire procedure takes around 30 minutes to complete.

The entire procedure for Brachytherapy is the same as Teletherapy the only difference being the fact that in Teletherapy the machine does not have any physical contact with the body of the patient while in Brachytherapy the nib (the source of radiation) of the machine contacts tumor directly.

Further, Teletherapy can be used to treat tumors anywhere in the body of the patient while Brachytherapy is being used only for treatment of cervical and esophageal cancers where the tumor can be accessed.

Also, Teletherapy is a longer treatment while duration of Brachytherapy is shorter.

3. Pharmacy

The Pharmacy is an integral part of any healthcare facility as this is the source of provision of all medicine and drugs are supplied to the outpatients as well as inpatients. In view of this distinction amongst patients, the pharmacy in this superspeciality hospital has been divided into:

1. Outpatient Pharmacy (located on the ground floor close to the OPD Services)
2. Inpatient Pharmacy (located on the Mezzanine floor and responsible for distribution of drugs and injectable to all the Inpatients)
3. Pharmacy on the 3rd Floor (for the patients of the Diabetes & Obesity Clinic situated on the 3rd Floor for the convenience of the patients)

Process flow in the IP Pharmacy:

- Pharmacist checks the PuTTY system for any new orders (This process is repeated every 10 minutes to ensure that no delay occurs in the timely delivery of medicines.)
- No separate pop-up appears for stat or urgent orders
- The pharmacist prioritizes the orders according to the urgency of requirement
- The order is checked by the pharmacist
- Order verified
- Order entered in the system
- Drugs pulled by the Pharmacist/GDA
- Order rechecked by the pharmacist
- Bar coded slips pasted on the medication showing the batch number, the time of order receipt, the time of verification and other details
- Medication packed in the color coded bags

Manpower in Pharmacy:

- 11 Pharmacists (For both OP & IP Pharmacy)

- 3 GDA

4. Medical Records Department (MRD)

Medical Records are an integral part of any health care facility. The maintenance of medical information pertaining to the treatment of the patient is an important exercise in any hospital and it has legal binding on the hospital as well. The patient can ask for the medical record at any point of his treatment and even to get a second opinion. As such, the hospital is bound to produce the necessary documentation to the patient.

Most of the records in MSSH. Bathinda are electronic but hard copies of the patient records are also being maintained. A list of the documents to be maintained in the file is pasted in the file according to which all the documents are checked and maintained in the file.

Manpower in MRD

- 4 in number
- 1 Medical Record Officer, 2 assistants and GDA

There are protocols set for files to be maintained for each patient, Ex:

- All medical records are maintained for a period of 3 years after which they can be shredded. However, for shredding presence of 5 individuals is compulsory. These include General Manager (GM), the Medical Record Officer of that hospital, Medical Record Officer PanMax and 2 more individuals to be present at the time of shredding to act as witnesses.
- MLC files, Death, PNDDT, MTC files are supposed to be kept for the lifetime of the patient.

- Radiotherapy files are to be maintained for up to 33 years or 75 years of the age of the patient.
- LAMA patients are treated as discharge patients.

Process flow in MRD

- Medical files are received
- Files rechecked by the staff for the completion
- If file is incomplete, the concerned nursing station is called up to complete the file.
- Data entered in the system
- File kept in the department according to the code of the patient.

4. Responsibilities

- To assist the senior executive in the day to day working of the Human Resource Department.
- To generate the various reports in the department
- To find suitable candidates for the open position in the department and arrange for interviews for the same.

PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- Manpower Analysis of technicians in laboratory
- Compliance study of inpatient medical files
- Analysis of reusability of cath. lab items